Increasing Rural Access to Psychiatric Outpatient Consultations in the Champlain LHIN

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THE CHALLENGE
Who We Are

The Royal Ottawa Healthcare Group Consists of 4 Campuses:

1. ROMHC
2. BMHC
3. Community Mental Health – Carlingwood
4. ?
Our Context:
Ontario’s Champlain LHIN
25% of the Champlain LHIN’s population resides outside of Ottawa.
Forecasted Number of Psychiatrists Per Capita in Ontario

Given the past and current training levels, there will be fewer Psychiatrists in the future.
A BRIEF HISTORY OF TELEMEDICINE AT THE ROYAL
Developments: 2010-Present

• 2010: $1 million Bell Donation
  I. Addition of a Telemedicine Coordinator
  II. New Telemedicine suites
  III. Consultations increase by 80%

• Allowed for development of Capacity Building
  Community Clinics: Deep River, St. Francis Memorial
  Hospital, Renfrew Victoria Hospital, North Lanark CHC,
  Seaway Valley CHC, CMHA East, NP Clinic (Lancaster),
  Winchester, Centre Royal Comtois (Hawkesbury) and
  Upstream.

• Allowed for support for all programs across the organization
  to become more invested in Telemedicine

• Telemedicine is allowing us to provide health equity across a
  large geographical LHIN
Developments: 2010-Present

• Forensic work;  
  4 mental health clinics supporting inmates in correctional facilities, court sessions and managing CTO’s
• Youth; targeting transitional youth 16-24 age  
• OSI clinic; work with veteran’s provincially
• Community work; Satellite sites stay connected through case conferencing and direct 1:1 consults  
• Consult clinic; allows for any referrals outside Ottawa to be managed by Telemedicine  
• Brockville work; ORB’s, CCB’s, FITT house rounds
Developments: 2015 - Present

January 2015

• Increase in PCVC users – 75 users in total
• Introduction of Guestlink – several clinicians are using this technology to reach patients in non clinical settings (homes/ schools/ community agencies)
• Court Connections – using video conferencing to connect inpatients with the justice system
Telemedicine Clinical Encounters: Fiscal Year 2010-2011 – 2016-2017 (Projected)
Clinical Buy-In

Over 80 Clinicians using Telemedicine

12 Psychiatrists 3 Allied Health (2011)
27 Psychiatrists 10 Allied Health (2012)
36 Psychiatrists 15 Allied Health (2013)
38 Psychiatrists 18 Allied Health (2014)
43 Psychiatrists 27 Allied Health (2015)
47 Psychiatrists 35 Allied Health (2016)
Our Mental Health Telemedicine Clinics in The Champlain Region

Barry’s Bay ................ Cornwall (2)
Deep River ................ Hawkesbury
Renfrew .................... Lancaster
North Lanark .............. Winchester
Pembroke .................... Petawawa
Upstream ..................... Ottawa
Mental Health Clinic via Telemedicine

• 3 hour clinic with a dedicated psychiatrist
• Provides direct patient consultation, case conferencing, on going education as requested
• Receive detailed psychiatric report within 7 business days
STRATEGIES FOR DEVELOPING A TELEMEDICINE SERVICE
PDSA Cycle
Kotter’s 8 Steps for Managing Change

1. Establish a sense of urgency
2. Form a powerful coalition
3. Create a vision
4. Communicate the vision
5. Empower others
6. Plan for and create short-term wins
7. Consolidate improvements
8. Institutionalise changes
Tips for Growing Telemedicine

• Get to know your programs and your provider groups
• Provide them with options as the technology evolves
• Patient & Provider surveys allow for feedback on how Telemedicine is improving access to specialized care
• Develop Regional partnerships through networking
• Locate Champions, and other willing participants within your organizations
• Attend program meetings to talk about Telemedicine opportunities
• Be willing to try anything – encourage your organization to ask; Can I do this by Telemedicine?
Lessons Learned

- Clinical/Care focus
- Champions
- Relationships
- Rapid PDSA (Plan, Do, Study, Act) cycle
- Coalition of the willing
- Take risks
- Celebrate success
- Keep moving!
THE ROYAL’S RURAL TELEMEDICINE CLINICS: PATIENT & PROVIDER SURVEY ACCESS & SATISFACTION RESULTS
“Telemedicine makes it easier to get my healthcare.”

Patient

"Telemedicine makes it easier to get my healthcare." (n = 110)

- Strongly Agree, 46, 72%
- Agree, 18, 28%
- Neither Agree or Disagree, 55, 50%
- Disagree, 5, 5%
- Strongly Disagree, 1, 1%

Provider

"Today's Telemedicine session may have made it easier for my patient to get healthcare." (n = 64)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree
“Today’s Telemedicine session saved me time.”

**Patient**

"Today's Telemedicine session saved me time." (n = 111)

- Strongly Agree, 66, 59%
- Agree, 33, 30%
- Neither Agree or Disagree, 12, 11%

**Provider**

"Today's Telemedicine session saved my patient time." (n = 64)

- Strongly Agree, 58, 91%
- Agree, 6, 9%
- Neither Agree or Disagree, 5, 8%
- Disagree, 5, 9%
- Strongly Disagree
“Overall, I was satisfied with my Telemedicine session today.”

**Patient**

"Overall I was satisfied with my Telemedicine session today." (n = 111)

- Strongly Agree, 60, 54%
- Agree, 47, 42%
- Neither Agree or Disagree, 4, 4%
- Strongly Disagree

**Provider**

"My patient seemed satisfied with today's Telemedicine session." (n = 64)

- Strongly Agree, 52, 81%
- Agree, 12, 19%
- Neither Agree or Disagree
- Disagree
- Strongly Disagree
"I would use Telemedicine again."

**Patient**

"I would use Telemedicine Again"  
(n = 111)

- Strongly Agree, 68, 61%
- Agree, 38, 34%
- Neither Agree or Disagree, 5, 5%

**Provider**

"My patient would be willing to use Telemedicine again." (n = 64)

- Strongly Agree, 54, 84%
- Agree, 9, 14%
- Neither Agree or Disagree, 1, 2%
- Disagree
- Strongly Disagree
Questions / Discussion